



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

At its meeting held September 23, 2003, the Board took the following action:

38-A

The following statement was entered into the record for Supervisors Yaroslavsky and Knabe:

“On August 12, 2003 the Board voted to inform the California Public Utilities Commission (PUC) of its strong support for implementation of the 2-1-1 telephone system in Los Angeles County which will provide all County residents with 24-hour access to information and referrals to a wide variety of public and private community based services throughout the County. In its communication to the PUC, the Board acknowledged the pending designation of InfoLine as the sole applicant for this service and indicated no objection to this selection. Since the Board action, InfoLine has submitted a comprehensive 2-1-1 business plan to the Chief Administrative Office. The PUC has continued to accept public comments about the application process and has scheduled a meeting on October 2, 2003 to review all comments and approve its final resolution regarding the 2-1-1 service in Los Angeles County.

“It has come to our attention that, in conjunction with the public review process, the PUC has received testimony characterizing the Board’s August 12, 2003 action on this matter as a non-endorsement of InfoLine’s 2-1-1 application. We believe this testimony, which has been widely distributed, is an inaccurate characterization of the Board’s position regarding InfoLine. For this reason, it is necessary to set the record straight.

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38-A (Continued)

“InfoLine has provided community information and referral services under contract with Los Angeles County for more than 20 years. InfoLine currently responds to more than 300,000 calls per year from County residents via a toll-free 800 number. Its community resource database is a vast repository of information about community services in Los Angeles County, and its trained staff responders are a team of veteran professionals who have met the information and referral needs of Los Angeles County residents for two decades. To enhance its effectiveness, for years InfoLine has maintained productive referral linkages with other Countywide specialized information and referral services, and would continue to do so under the 2-1-1 designation. InfoLine is recognized by the National Alliance of Information and Referral Services and by the California Alliance of Information and Referral Services as the industry leader in this field.

“The expansion of InfoLine’s role to encompass the 2-1-1 responsibility is a major endeavor in which Los Angeles County and InfoLine staff are working diligently to address program, administrative and financial contingencies.”

Therefore, Supervisor Yaroslavsky made a motion that the Board instruct the Executive Officer of the Board to send a five-signature letter to the Public Utilities Commission expressing the Board's support for the selection of InfoLine as Los Angeles County's 2-1-1 service agency to provide all County residents with 24-hour access to information and referrals to a wide variety of public and private community based services throughout the County.

Sherwin L. Memel, Esq. and Pejman Salimpour, M.D. of Nexcare Collaborative, Inc. addressed the Board.

Supervisor Burke made the following statement:

“While it may be important to acknowledge InfoLine’s longstanding relationship and performance as a current information service provider for the County of Los Angeles, it is equally important to allow the Chief Administrative Officer sufficient time to fully analyze InfoLine’s business plan in order to assess the costs and funding sources associated with the implementation of a 2-1-1 telephone information system. It is my understanding that Chief Administrative Officer has only recently received a business plan from InfoLine and has not had the opportunity to fully analyze its contents.”

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38-A (Continued)

After discussion, Supervisor Burke made a suggestion that Supervisor Yaroslavsky's motion be amended to include that any correspondence from the Board of Supervisors to the California Public Utilities Commission with regard to supporting InfoLine's application to become Los Angeles County's exclusive 2-1-1 service provider include a provision that the contract with the provider will require a comprehensive cost and financial analysis by the Chief Administrative Officer.

Supervisor Yaroslavsky made a suggestion that Supervisor Burke's amendment be further amended to include in the correspondence to the California Public Utilities Commission, a clear statement that the reference to the comprehensive cost and financial analysis is in no way to be interpreted as a condition of the County's endorsement of Infoline.

Supervisor Yaroslavsky's motion, as amended, seconded by Supervisor Knabe, was unanimously carried.

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Copies distributed:

- Each Supervisor
- Chief Administrative Officer
- County Counsel

Letter sent to:

- Each Member, California Public Utilities Commission